

Mock Survey for Hospice

CMS Deemed Status Survey

HealthBridge[™]

Why Mock Surveys Matter

CMS survey deficiencies can result in:

- **Condition-level citations** → costly re-visits
- **Immediate Jeopardy fines** → up to **\$10,775/day**
- Loss of reputation and certification risk

A **mock survey** prepares your agency, identifies gaps, and avoids surprises.

How Surveyors Evaluate Compliance in Hospice

- **Direct Observations** – assessing staff practices, patient care, and environment
- **Staff & Patient Interviews** – gathering perspectives on quality and compliance
- **Home Visits** – reviewing care delivery in the patient's setting (not offered for virtual surveys)
- **Record Reviews** – examining documentation, policies, and medical records

A Virtual Walk-Through of Your Agency

- Office operations review (hours, fire safety, infection control, confidentiality)
- Patient care environment checks (medications, refrigerators, supplies)
- Emergency preparedness readiness (evacuation plans, hazard assessments, drills)

Critical Document Reviews

- Patient lists (active, discharged, bereavement families)
- Employee & volunteer files
- Contracts (DME, pharmacy, nursing facilities, inpatient/respice)
- Clinical documentation (IDG schedules, home visit logs, QAPI program)

Interviews & Observations

- Key staff interviews: Medical Director, Chaplain, Social Worker, Coordinators
- Observation of IDG meetings & home visits
- Evaluation of orientation, competencies, and in-service training

Quality & Safety Focus

- QAPI program audits, action plans, meeting minutes
- Incident & infection control reviews
- Customer satisfaction feedback
- Fire drills, earthquake/flood, SDS (safety data sheets)

The Value of a Mock Survey

- Identifies compliance gaps before the real survey
- Prevents condition-level deficiencies and costly re-visits
- Protects your agency from IJ penalties (\$9,697–\$10,775/day)
- Saves money and safeguards reputation

The Value of a Mock Survey

- **Surveyor Insight** – We know the exact CMS guidance surveyors use
- **Separate “critical” issues from “minor” ones.**
- **Mirroring surveyor behavior:**
 - How they conduct interviews with staff, patients, and caregivers
 - How they evaluate POC compliance
 - How they review records and files step-by-step. This ensures your staff feels like they’ve already experienced “the real thing.”

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