

STANDARDS
MALAYSIA



MSQH HOSPITAL ACCREDITATION SURVEY - INTRA SURVEY ACTIVITIES

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ACTIVITIES DURING HOSPITAL ACCREDITATION SURVEY

First Day of Survey – Day 1

| Time | Programme |
|--------|---|
| 8:00am | <p>Survey Team departs to hospital from hotel</p> <p><u>Transportation arrangement</u></p> <ul style="list-style-type: none">• to ensure the survey team arrives hospital before the hospital briefing (before 8:30am).• This is the first impression to survey team on your hospital preparedness to Hospital Accreditation Survey. |
| 8:15am | <p>Arrival at hospital</p> <ul style="list-style-type: none">• Lead the Survey Team to Surveyor Meeting Room (Strictly for Surveyors only).• The meeting room should be equipped with :<ol style="list-style-type: none">i. PC/laptop with internet accessii. Printeriii. Projectoriv. Telephone (to contact the hospital staff if necessary)v. Clipboard for each surveyorvi. White Boardvii. Basic stationaries & A4 papersviii. Policies and Procedures (Facility Wide & Departmental/Unit) & other related documentsix. Adequate power plugs for surveyors' laptopsx. Wifi username & password |

| Time | Programme |
|--------|---|
| | <ul style="list-style-type: none"> Chief surveyor will hand over the survey schedule to hospital. Photocopy and distribute the survey schedule to all HODs. A key to the meeting room to be with the hospital staff to ensure security of the documents and surveyors' valuables. |
| 8:30am | Briefing by the Hospital Director/PIC & Introduction of Hospital <ul style="list-style-type: none"> 15-20 minutes presentation on Hospital Overview |
| 9:00am | Briefing by MSQH Chief Surveyor & Introduction of Survey Team |
| 9:15am | End of briefing. Tea & meeting with Survey Team (Survey Team and Hospital Staff) <ul style="list-style-type: none"> Clarify and finalise the survey schedule (interview time and venue with HODs) |
| 9:30am | Commencing of Survey/Interviews by Survey Team <ul style="list-style-type: none"> internal (department/service) staff to observe, interact and learn from surveyors during the survey. Mechanism for survey: documentation, observation your practices, interview staff & patients and family, facilities and equipment, etc. Inform areas of improvement or non compliance with the standards. Share experiences on how to improve the service. |



| Time | Programme |
|---------------------|--|
| 1:00pm | Lunch & Discussion (Strictly for Surveyors only) . <ul style="list-style-type: none">• Inform the survey team on the venue for lunch.• Survey team discuss on the survey findings during lunch. |
| 2:00pm | Survey/Interviews by Survey Team |
| 4:30pm | Tea & Discussion (Strictly for Surveyors only) . |
| 5:00pm | Back to hotel <ul style="list-style-type: none">• Transportation arrangement |
| 7:00pm/7:30pm | Dinner at hotel <ul style="list-style-type: none">• Ensure the dinner arrangement. |
| 8:00pm/ 8:30pm * | Depart from hotel to hospital – Night Survey <ul style="list-style-type: none">• Before the night survey, the Chief Surveyor will communicate with the hospital on the most appropriate time for night visit and personnel to accompany the survey team. E.g. Facility Manager |

| Time | Programme |
|--------------------|---|
| | <p>The purposes of the night visit are :</p> <ul style="list-style-type: none"> ▪ to enable the surveyors to observation the hospital operation, safety/security aspects after office hours. ▪ to enable night staff to be involved in the Accreditation process and learn from the surveyor. ▪ to enable the surveyors to interview the night staff regarding involvement in emergency procedures, continuing education, safety and quality activities. |
| 9:30pm | <p>Back to Hotel & Meeting</p> <ul style="list-style-type: none"> • Ensure arrangement of meeting room and supper. • internet access |
| 12:00 mid night | End |

DAY 2

| Time | Program |
|---------|--|
| 8:00am | Depart to hospital <ul style="list-style-type: none">• <u>Transportation arrangement</u> to ensure the survey team arrives hospital before 8:30am |
| 8:15am | Arrival at hospital <ul style="list-style-type: none">• Lead the survey team to Surveyor Meeting room. |
| 8:30am | Commencing of Survey/Interviews by Survey Team <ul style="list-style-type: none">• personnel identified to accompany survey team.• update the surveyors if there is any remedial action taken.• hand over the documents/statistics requested by the surveyors. |
| 10:00am | Tea & Discussion (Strictly for Surveyors only). |
| 10:30am | Survey/Interviews by Survey Team |
| 1:00pm | Lunch & Discussion (Strictly for Surveyors only). |

| Time | Program |
|--------|--|
| 2:00pm | Survey/Interviews by Survey Team (Continue) |
| 4:30pm | Tea & Discussion (Strictly for Surveyors only). |
| 5:00pm | Back to hotel <ul style="list-style-type: none">• Transportation arrangement |
| 7:30pm | Dinner at hotel |
| 8:30pm | Discussion on survey findings at hotel meeting room <ul style="list-style-type: none">• Ensure arrangement of meeting room and supper.• Internet access |
| | End |

DAY 3

| Time | Program |
|---------|--|
| 8:00am | Depart to hospital <ul style="list-style-type: none">• <u>Transportation arrangement</u> to ensure the survey team arrives hospital before 8:30am |
| 8:15am | Arrival at hospital <ul style="list-style-type: none">• Lead the survey team to Surveyor Meeting room |
| 8:30am | Commencing of Survey/Interviews by Survey Team <ul style="list-style-type: none">• Verify/mopping-up any miss out issue• personnel identified to accompany survey team• update the surveyors if there is any remedial action taken• hand over the documents/statistics requested by the surveyors |
| 10:00am | Tea & Discussion (Strictly for Surveyors only). |
| 10:30am | Survey/Interviews by Survey Team |
| 11:30am | Preparation for Summation Conference <ul style="list-style-type: none">• Arrangement of the summation conference |

FLOOR PLAN FOR SUMMATION CONFERENCE

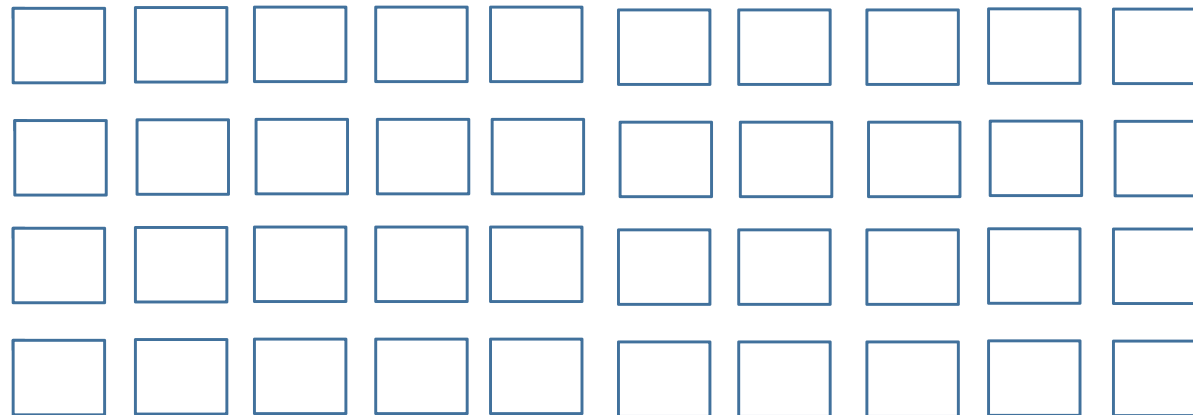


MSQH
Surveyors only

Table with cordless/long wire microphone/
drinking water

Rostrum

(Seats for Hospital Director/PIC/Surveyor Observer/Hospital Staff)



| Time | Program |
|--------|--|
| 1:00pm | Lunch & Discussion (Strictly for Surveyors only). |
| 2:00pm | Preparation for Summation Conference (Continue) <ul style="list-style-type: none"><li data-bbox="382 342 1809 392">• The Survey Team may need help in printing the summation note. |
| 3:00pm | Summation Conference <ul style="list-style-type: none"><li data-bbox="382 549 1146 599">• Lead the Survey Team to the hall<li data-bbox="382 614 2267 721">• Attended by the PIC, members of the Executive Board, HODs, related staff, whose presence will impact the future direction and performance of the hospital.<li data-bbox="382 735 2267 842">• The summation conference is led by the Chief Surveyor and followed by the surveyors to present their observation and findings.<li data-bbox="382 856 713 906">• Q&A Section<li data-bbox="382 921 2267 1220">• The purpose of Summation Conference:<ul style="list-style-type: none"><li data-bbox="471 992 2204 1042">➤ To provide the major findings of the survey and opportunities for improvements.<li data-bbox="471 1056 2267 1220">➤ To receive corrections, clarifications and comments from the hospital staff, which might lead to correction and refinement of the surveyors' observation and findings. <p data-bbox="471 1235 1159 1285">No Gift Policy to Survey Team</p> |



| Time | Program |
|--------|--|
| 4:30pm | Tea (Survey Team & Hospital Staff) |
| 5:00pm | Back to hotel <ul style="list-style-type: none">• Transportation arrangement |
| 7:30pm | Dinner at hotel |
| 8:30pm | Discussion on survey findings at hotel meeting room <ul style="list-style-type: none">• Ensure arrangement of meeting room and supper.• Internet access |
| End | |

Day after the survey:

- 1. Collect the PC and printer or any hospital documents from hotel meeting room.**
- 2. Ensure transportation arrangement for surveyors to airport (if necessary).**
- 3. Complete the MSQH Hospital Accreditation Survey facility feedback form (HODs for each service).**

“ Quality is a journey, not a destination”

Thank You