

F577 Quality Assurance Guidance

Overview

Residents have the right to view the last three years of nursing home survey activity including recertification, complaint, and life safety code survey activity.

Nursing homes should use this tool in conjunction with the F577 Quality Assurance Worksheet to aid in compliance regulations and quality assurance processes. These tools are best used by any member of the Quality Assurance and Process Improvement (QAPI) team. Monitoring frequencies may vary depending on the topic, the identified error percentage, and action plan.

Monitoring Guidance

A1. Examine the survey results posting. Are all of the recertification, complaints, incidents, and life safety code surveys included for the last 3 years? This error percentage reflects the number that weren't present in the location.

A3. Enter the number of survey results that don't have the plan of correction identified on the survey. Note that deficiency free surveys, past noncompliance, and low-level scope and severity tags will not require a plan of correction. This error percentage reflects the number of surveys that did not have the plan of correction included.

A5. Enter the number of times that you attempted to view that there is a posting identifying where the survey results are posted. This error percentage reflects that there isn't a posting identifying the location of the survey results available.

A7. Enter the number of times that during observation, the survey results were not accessible to all individuals. Examples may include but are not limited to whether they were too high for someone in a wheelchair to access or too low for someone using a walker to safely access. The error percentage reflects the number of times that the survey results weren't accessible to all individuals.