Objectives:

- Describe the purpose of an ACS verification visit
- Review the qualifications required for ACS verification
- Discuss the practical challenges required for ACS verification
Sleepless in Salt Lake City - Surviving an ACS Verification Survey

SHAWN EVERTSEN, RN, MSN, CEN
Disclosure

No financial disclosure
Objectives

• Describe the purpose of an ACS verification visit
• Review the requirements for ACS verification
• Discuss the practical challenges associated with ACS verification
What does it take to have a successful ACS verification visit?
BLOOD, SWEAT AND TEARS!
Preparation & Teamwork
Getting to know me…
Getting to know you…
Survey Question

Which best describes your role?

A. APC (NP or PA)
B. RN (patient care)
C. Trauma Program Manager/Coordinator
D. Physician
E. Other
Survey Question

Which best describes your facility?

A. Level I trauma center
B. Level II trauma center
C. Level III trauma center
D. Level IV trauma center
E. Currently seeking trauma designation
F. Not a trauma center or don’t work in hospital setting
Survey Question

Who is the verification body for your facility?

A. American College of Surgeons (ACS)
B. State
C. Other
D. Not a trauma center
E. I don’t know
Survey Question

How many prior surveys have you participated in?

A. One
B. Two
C. Three
D. Four or more
E. None
Verification and Designation

What does it mean and why is it important?
Verification

- Ensures specific criteria are met
- Process determined by each state
- Performed by ACS or state representatives
- Review participants - variable
- Timing - every three years
Designation

• Process determined by each state
• Utah – Department of Health, Bureau of EMS
• Indicates criteria met for level of designation
• Provides authority to act as a trauma center
ACS Criteria Requirements

• Verification requirements
• Written by COT
• Trauma bible
• Level I-IV trauma centers
• Utah – legislative rule
Getting Started

“We’re trying to make our stress tests more realistic.”
Survey Question

When is the best time to start preparing for your next survey?

A. As soon as your survey ends
B. One year before next survey
C. One and a half years before next survey
D. Six months before next survey
Get Started Immediately!

Exit Interview:

• Deficiencies
• Strengths
• Weaknesses
• Recommendations
Official Report

- Compare results
- Share with administration/trauma team
- Identify additional opportunities for improvement
- Determine next steps
- Identify key players
Endurance Event

• Preparation
  – Get started immediately
  – Strengths & weaknesses
  – Lessons from prior events
  – Recommendations from others
  – Identify key players
Survey Question

Does your facility have a site survey plan?

A. Yes
B. No
C. I don’t know
Where are we... and where are we going?
Plan

• Write it down!
• Include survey findings
• Other opportunities?
• Involve the team
• Review and revise policies – current best practice
• Identify resource needs

“What if we don’t change at all ... and something magical just happens?”
Implement

- Communicate early and often
- Timely implementation
- Involve team as appropriate
- Document progress
Evaluate

- Re-evaluate
- Be patient
- Provide updates
- Be organized
- Revise plan as needed
Plan, Implement, Evaluate – Endurance Event

• Plan
  – Event/route
  – Travel/lodging
  – Support crew

• Implement training – be consistent

• Evaluate and adjust during training
  – Calorie requirements & food tolerance
  – Clothing/shoes/gear
  – Endurance capability/limitations
Now What?

• Ongoing issue identification and performance improvement efforts
• Daily practices = survey outcome
• Most issues related to system/process problem
• Team effort
APCs & Trauma Providers

• Critical to success of program

• Responsible for:
  – Thorough documentation
  – Creating/following trauma protocols
  – Identifying & reporting issues
  – Thorough case review
Survey Question

What is the goal of performance improvement?

A. Identify issues
B. Address issues
C. Improve outcomes
D. Resolve issues
Performance Improvement = Improved Outcomes
Performance Improvement

• Reason trauma programs exist
• Improves care of patients
• Purpose for verification visits
• Most common weakness/deficiency
• Ongoing monitoring for loop closure
Identification of Issues

- Consistent identification and reporting process
- Multiple communication avenues
- Team involvement
- Culture of patient safety
- Critiques/audit filters
Survey Question

• Do you have a defined process for consistent reporting and identification of issues at your facility?

A. Yes

B. No

C. I don’t know
Validation and Review of Issues

- Validation
- Issue review
- Levels of review
  - First: TPM or PI Coordinator
  - Second: TMD
  - Third: Peer Review
- Documentation requirements
Resolution and Loop Closure

• Key step to improving outcomes
• Ongoing monitoring & trending
• Continued follow up until issue resolved
• Evidence of loop closure = improved outcomes/processes
WHAT JUST HAPPENED?
Performance Improvement Pitfalls

• Failure to identify issues
• Not addressing significant concerns
• Fear of discussing issues/confronting peers
• Not following established protocols
• Not having the right people present for discussions
• Failing to close the loop
Endurance Event Pitfalls

- Lack of planning/preparation
- Inconsistent training
- Disregarding warnings
- Trying something new during event
- Lack of team support
One Year….and Counting

KEEP CALM AND start the countdown
Application Process

• Find a mentor

• Initiate application
  ✓ ACS - PRQ
  ✓ State

• Be thorough

• Use team to help complete
Application

• Includes
  – Purpose of site review
  – Hospital information
  – Pre-hospital system
  – Trauma Service details
  – Trauma response/activation
Application

- Trauma/hospital statistical data
- Hospital facilities
- Specialty services
- Performance improvement and patient safety
- Injury prevention/outreach
- Research
Record Prep

- Current trauma registry
- Robust meeting minutes
- Complete PI activities
- Chart selection
- Chart organization
Program Prep

• Review weaknesses and progress made
• Identify new areas of concern
• Review application
• Identify PI projects completed
• Be aware of program weaknesses
• Required program documents
Chart Prep

• Electronic/paper records
• PI documentation
  – Meeting minutes
  – Emails
  – Education
  – PI projects
Survey Day Prep

- Create calendar appointments
- Schedule conference rooms
- Order food/drinks
- Assist with travel arrangements
- Computers
- Tour prep
Endurance Event Prep

- Train hard
- Be prepared
- Follow the plan
- When it gets hard... suck it up!
Survey - Key Concepts

• Get started immediately
• Find a mentor
• Plan - Be prepared
• Teamwork
• Organization
• Confidence
Survey - Key Concepts

• Be detailed in PRQ/application
• Showcase PI projects
• Acknowledge weaknesses
• Recognize opportunity to learn
• Work hard
Endurance Event – Key Concepts

• Plan/be prepared
• Adequate/consistent training
• Pay attention to warnings
• Don’t try something new day of event
• Team support
Don’t let this be you!
Finish Strong!
Questions?
 References