

# Survey Etiquette Tip Sheet



## Things you must know

- ID badges must be worn at all times and at eye level; observe CCAD dress code.
- Practice rules of courtesy and confidentiality.
- Be professional and use appropriate terminology.
- Show them you are interested, knowledgeable and proud of the work you are doing.
- Do not memorize any information, you just need to know where to find it if needed.
- Know the location of CCAD's Mission/Vision Statement, Policies and Procedures, Material Safety Data Sheets (MSDS).
- Know the IPSGs, your department's performance measures/KPIs, improvement projects.
- Know your patient's Plan of Care, Pain Assessment and Reassessment, General /Informed Consent, Patient Education, Admission History, Notes on Epic and learn to navigate with ease.

## How to respond to Surveyors

- Perform a hand-off communication of your patient to your colleague.
- Give your vocera to your manager or other caregiver.
- Respond with confidence and keep the conversation professional.
- Ask questions if you do not understand.
- Keep answers focused to the question and do not volunteer additional information.
- NEVER argue with the surveyors or appear defensive.
- If you don't know, don't guess. Tell them you don't and refer them to someone who knows.
- Support your co-workers, feel free to add any relevant information when they are questioned.
- For the Managers - please do not volunteer to answer on behalf of your caregivers.