

## **Appendix A**

### **Suggested Discussion Points when Introducing Surveyors to FOSS**

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### (1) Express appreciation to surveyors and acknowledge their possible feelings

- Appreciate surveyors' cooperation in a potentially uncomfortable situation.
- Acknowledge that the FOSS will place some extra requirements on surveyors and that it may not always be convenient or comfortable to have an extra person or two tagging along and observing them during the survey.
- Indicate that you will try to be as unobtrusive as possible while still getting the job done.

### (2) Explain the purpose of the FOSS

- To assess the survey team's effectiveness in achieving important survey measures.
- To ensure the consistency of survey results across survey teams.
- To help survey teams improve their surveying skills.

### (3) Explain your role as a FOSS evaluator

- To observe performance; not to serve as a consultant.
- To gather information about team effectiveness in achieving survey outcomes.
- To provide feedback to the team about the effectiveness of their survey behaviors as a way to help them improve their skills.

### (4) Describe general aspects of FOSS

- All survey-related information will be directed to the survey team, not to the evaluator(s).
- The evaluator(s) will focus primarily on the survey team's effectiveness in achieving the overall goals of the survey rather than on their strict adherence to every detail of survey protocol. (However, because the protocol was designed to facilitate achievement of survey goals, survey process will not be disregarded altogether.)
- Each surveyor's performance will be systematically sampled.
- The evaluator(s) will be taking notes throughout the survey to document the behaviors observed. All kinds of behaviors will be noted, so note-taking should not be interpreted to mean that something has been done incorrectly.

(5) Describe specific FOSS procedures

- The evaluator(s) must be able to be present at most, if not all, survey team meetings and on other occasions when survey information is discussed.
- Some flexibility regarding the scheduling of facility tours may be necessary so that each surveyor can be observed performing this task.
- The evaluator(s) must be able to be present at as many interviews as possible with residents and key facility staff.
- The evaluator(s) must be able to be present during all types of investigative activities (e.g., medication pass, kitchen/food service investigation) and during resident care observations.
- The evaluator(s) will look over at least one medical record reviewed by each surveyor, with this record generally being one that reflects as many as possible of the concerns identified by the team.
- The evaluator(s) will review most, if not all, other forms and records that are collected from the facility by the surveyors.
- At times during the survey, the evaluator(s) may briefly interview surveyors to determine what inferences they are drawing and the basis for those inferences.
- The evaluator(s) will take notes during the survey.
- The evaluator(s) will review the SA Team's documentation.
- At the conclusion of the survey, the evaluator(s) will provide a debriefing of the team's performance. The SA Team's supervisor will be invited to attend this debriefing.
- At times, the evaluator(s) may engage in limited independent fact-finding in order to evaluate the survey team's performance.

(6) Describe the debriefing and feedback process

- Following the team deficiency determination meeting, the evaluator(s) will debrief the team on their performance of the survey.
- Feedback will be provided regarding each of the FOSS measures that was observable during the survey. (Share these measures with the team.)
- Within approximately one month after the survey, the SA will receive a written report of the FOSS results, including the team's ratings on the survey measures and narrative descriptions of their survey behaviors related to those measures.
- Within approximately one month after the RO receives the team's CMS 2567, the SA will receive a written evaluation of that document.