

# Follow Up

## Closed loop process document corrections of all non compliant items

Follow up forms are automatically distributed by Readiness Rounds to ensure that any identified deficiency is corrected. A closed loop process ensures that items needing correction are assigned to the appropriate accountable individual and are tracked until non compliant issue is corrected and documented.

1. Emailed
2. Personalized Instructions
3. Specific Question Failure detailed
4. Detailed Comments
5. Corrective Action Documented



# Sample VAMC - Environmental Rounds (2101) Follow-Up Issue

05/10/2009

## Readiness Rounds

The FY 2008 DUSHOM Environment of Care (EOC) Deficiency Monitor requires deficiencies noted during EOC Rounds to be corrected within 14 calendar days from receipt of initial notice. You have been identified as the responsible person to address issues of noncompliance identified in your area of responsibility.

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### Action Required:

Please complete the Corrective Action section below, check the appropriate boxes, including dates and the details of the corrective action taken. Return this word document to [vamcprocessing@readinessrounds.com](mailto:vamcprocessing@readinessrounds.com). Issues that cannot be corrected within 14 days must have justification (Plan For Action) and an estimated completion date.

Since Joint Commission can arrive at any time it is important to document completion of these items in a timely manner.

Environment of Care Chair / Associate Director

### Issue Description

**Area: 019 - 3F PTSD OPC-110 (Service)**

**Service: 001 – Bio Med**

**Survey Code: 09 05 019 1103**

Survey: May 2009

Category: A&MM

Item Inspected: **BioMed Checks**

Item Detail: Is there documented evidence of regular Biomedical Engineering maintenance checks on patient equipment?

Item Score: Non-Compliant

Inspected By: **John Smith**

Inspected Date: **05/09/2009**

### Issue Description:

**05/09/2009 John Smith: NISP in 3F118 past due for maintenance (32073)  
GOMCO-no pm sticker rm**

#### 1. Emailed

- Word document emailed to person responsible for correction

#### 2. Personalized Instructions

- Document contains specific instructions on how to complete
- Personalized for recognition throughout facility

#### 3. Specific Questions

- Item Detail: the specific question that failed
- Item Score: how the question was scored by the Inspector

#### 4. Detail Comments

- The specific comments as to why the Inspector scored the question as Non-Compliant and what needs to be corrected.

#### 5. Corrective Action

- Responsible person documents their corrective action
- Items are open until status has been marked completed

### Corrective Action

Corrected or Plan Submitted By (Name):

Incomplete

PFA Submitted

Completed Within 14 Calendar Days

Completed After 14 Calendar Days

Corrective Action Notes or Action Plan:

**Issue Description**

**Area: 044 - 3A OR PACU, PSC, ACS-801 (Service)**  
**Survey Code: 09 06 044 0707**

**Service: 001 - Department**  
**- ESCALATED ISSUE -**

Sent: 06/05/2009 to Suzy Smith (susan.smith@samplevamc.gov)  
Sent: 06/19/2009 to Suzy Smith (susan.smith@samplevamc.gov)

Survey: June 2009  
Category: Patient Safety  
Item Inspected: **Crash Carts**  
Item Detail: Are crash carts checked daily and signed off?  
Item Score: Non-Compliant  
Inspected By: **Fred Jones**  
Inspected Date: **06/04/2009**  
**PFA Submitted: 06/22/2009**      **Estimated Completion Date: 07/27/2009**

**Issue Description:**

**06/22/09 Suzy Smith, Nurse Manager - new call system in progress, new watch mate beepers for all staff and new forms needed. To be completed by 07/27/09.**

**06/04/2009 Fred Jones: new cart & new procedure to check one a week (?) new inventory sheet needed & offer instruction. Check when it is received.**

**Plan for Action Progress**

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**Special Note:**

The Estimated Completion Date has passed. Please enter corrective action details, check the Completed box, and enter a Completion Date if this issue is complete. Otherwise, enter additional details, check the Incomplete box, and enter a New Estimated Completion Date.

Name:

Incomplete      New Estimated Completion Date:

Completed      Completion Date:

Corrective Action Notes:

**6. Plan for Action Documentation**

Once a PFA has passed it's estimated completion date, a reminder of the escalated issue is sent to the responsible person.

- Responsible person documents the corrective action or extends the estimated completion date.
- Items are open until status has been marked completed.