



Survey Ready? 5 Steps to A Successful Survey:

The Centers for Medicare & Medicaid Services (CMS) is the federal agency responsible for administering requirements governing long-term care facilities. In October 2016, CMS released a comprehensive update of regulations to reflect advances in theory and practice of service, delivery and safety for LTC residents, including a section on Food and Nutrition Services.

Let the Cash-Wa Distributing Food and Nutrition Services Team help you prepare for your upcoming CMS Long Term Care survey with this step by step reference and directory of resources.

#1: CDM Credential Required

- Is there currently a Certified Dietary Manager (CDM) or someone that is working toward obtaining their CDM in the building?

The Certified Dietary Manager, Certified Food Protection Professional (CDM, CFPP) credential is now listed as the primary qualification for the Director of Food and Nutrition Services in the absence of a full-time dietitian. According to the requirements, individuals who are currently employed as the designated Director of Food and Nutrition Services prior to November 28, 2016 will have until 2021 to meet the staffing requirements outlined by CMS. Individuals hired after November 28, 2016 must now meet these staffing requirements.

#2: CMS Survey Entrance Worksheet for Food and Nutrition Services

- When surveyors enter the facility, be prepared to provide information on 7 specific areas including:
 1. Information about the facility's water source
 2. Provide a schedule of meal times
 3. Provide the location of the dining rooms. If there are more than 1, may be helpful to have a map available
 4. Provide the policy for food brought in from visitors
 5. Provide copies of the current menus including therapeutic diets
 6. QAPI (Quality Assurance and Performance Improvement) Plan for the Nutrition Services department
 7. Resident roster with diet orders and adaptive equipment
- The CMS Entrance Conference Form can be found under the Surveyor Resource link at the CMS website:
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes.html>



#3: Food and Nutrition Services Staff Competency

- The facility must employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition services department including these **5 specific areas**:
 1. Infection Control Practices/Employee Hygiene
 2. Safety and Disaster Preparedness
 3. Resident Rights
 4. Ethics
 5. Sanitation

A **SAMPLE** competencies checklist for employees is available at:

<http://www.anfponline.org/docs/default-source/cbdlm/anfp-template-competencies-for-dietary-employees.pdf>

#4: Consider a Mock Survey

- A Mock Survey is a great way to prepare staff for survey. It will help you to monitor safety and sanitation as well as document and track outcomes for improvement. It can also help you to develop your QAPI plans. We recommend that you vary who your auditor is. Perhaps your consultant RD or your administrator – a fresh set of eyes is always a good idea.
- The CMS Survey of the Critical Elements Pathways for Dining and Kitchen can be found under the Surveyor Resource link and LTC Pathways folder at the CMS website:
<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes.html>

#5: Other Policies and Procedures for Food and Nutrition and Areas of Awareness

- Written policy for nutrition assessment within 48 hours for newly admitted residents at nutritional risk
 - Outline duties of the RD and the CDM
 - Outline policy and procedure for screening to determine nutritional at risk
 - Be sure and educate all staff, including nursing, regarding the policy eg. Surveyors can ask nursing what the policy is for screening newly admitted patients and their nutritional status
- Food from outside sources. Cash-Wa has a policy already wrote that you can adapt into your facility.
http://web.cashwa.com/wp-content/uploads/2018/01/Harvest_Guidelines-for-Safely-Bringing-food-into_Community.pdf
- Create FNS Quality Assurance (QA) and Performance Improvement (PI) goals and be an active member of your facility's QAPI committee. **5 AREAS TO MONITOR**:
 1. Food Temperature
 2. Food Quality
 3. Customer Service
 4. Chart Audit
 5. Unintended Weight Loss Prevention
- Interdisciplinary Team – The CDM becomes a qualified member of the IDT monitoring:
 - Weight loss risk
 - Food preferences
 - Intakes
- Other Areas of Awareness:
 - Dignity during meals
 - Document and offer choices
 - Honor resident preferences for meal times
 - Provide and maintain adaptive equipment
 - Take responsibility for dining room appearance and operations
- Educate Yourself!
 - Know survey material
 - Always refer to the Food Code on questions regarding sanitation
 - If you are in the process of a survey – ask questions, it's a growing process.