

REHABILITATION SERVICES DEPARTMENT PHYSICAL INSPECTION

During the JCAHO surveyor's visit to the Rehabilitation Services Department, he/she will tour and physically inspect the department. To properly prepare for your survey, it is recommended that you and your staff perform your own departmental inspection of the following areas:

- Assessment of the crash cart(s):
 - Crash cart check - per your policy, has the check sheet been completed and initialed
 - Does the check include integrity of the lock and documentation of lock number
 - Does the check include charging defibrillator to specified jules, both on and off battery pack, per manufacturer's recommendations
 - Assure all medications and sterile supplies do not exceed expiration dates
 - Assure that all necessary equipment is available (pediatric scope and paddles if your department treats pediatric patients, oxygen tank is full, suction machine available, etc.)
- Sharps disposal containers are filled with sharps only (no paper, empty plastic vials, etc.) and are **not** overfilled
- If your facility utilizes sharps disposal containers that include a locking device, assure that the locking device is present and functional
- Whirlpool sanitation records current, compliant with hospital policy and available for surveyor review
- Ice machine for cold application and treatment is clean, with appropriate signage indicating not for human consumption
- Heated paraffin equipment out of direct patient access area, reducing potential for visitor use and resultant injury
- Hazardous materials waste containers are filled with hazardous materials only (i.e., not filled with used paper patient gowns, non-saturated dressings)
- Hazardous materials waste containers are covered and protected from patient or visitor access

Rehabilitation Services Department Survey Question Categories

- Patient rights, advance directives (such as DNR), protection of patient dignity and confidentiality of patient information
- Rehabilitation Services on-call staff availability and expected response time
- Performance improvement activities that have been conducted by the Rehabilitation Services Department staff (in a collaborative manner and interdepartmentally)
- Reporting of complications
- Sentinel event identification, reporting, analysis and resolution
- Departmental policy and procedure development and implementation
- Infection control issues
- Disaster planning and the Rehabilitation Services Department's involvement
- Communication to the patient's family/support group (i.e., communication system for involving the patient's family and support group in the patient plan of care)
- Human resource issues: staffing, recruitment, retention
- Restraints management during rehabilitation therapy (i.e., if rehabilitation staff will release restraints for therapy, has staff:
 - Received education and training on restraint application and removal
 - Been evaluated for competency related to restraint use
- Safety and the environment of care
- Staff competency, including age related and cultural competencies
- Victims of abuse identification and reporting
- Components of the rehabilitation plan of care
- Patient education
- Discharge preparation

REHABILITATION SERVICES DEPARTMENT

The Rehabilitation Services department must deal with a variety of situations that are unique to the performance of rehabilitative therapy. Review the topics below, discussing with your Rehabilitation Services staff how your department manages each issue. Write your conclusions in summary format for review by all department members – to prepare your department for surveyor inquiry on these subjects:

- Components of the functional assessment/evaluation:

- Equipment procurement, maintenance and biomedical certification:

- Use of outside services (including assurance of outside service competency and quality):

- Education and training on new equipment:

- Measurement of the efficiency of resource supports for the patient:
