

Making Your Case Via the Report

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Presentation Outline

- Sections of the inspector report
- Writing clear citations
- Including suggestions
- Communication with the FACT Coordinator
- Accreditation Committee Review
- The “how” of using FACTWeb is included in the following presentation

Sections of the Report: Introductory Information

- Accreditation Overview
 - Details about the organization's accreditation and inspection date
- Key Personnel
- Organizational statistics related to number of procedures performed
- Inspection Team

Description of Organization

- A lot of information will already be present based on prior inspections
- Inspectors should read existing text and add information as necessary
- Important details to include:
 - Organizational structure and locations
 - Unique characteristics
 - Relationship among clinical, collection, and processing

Overall Impressions

- Explains the inspectors' "feelings" about the inspection
- Ideally should encompass all functions of the program
- Generally should portray the inspection in a positive light
 - If negative information must be shared, be as neutral as possible
 - Accreditation Committee will elect to leave it in or not

Inspection Notes

- Lists the inspectors' specific citations
 - Deficiencies
 - Variances
 - Suggestions
- Writing clear and concise information is important
 - Your perspective will be adequately interpreted
 - Accreditation Committee will be able to maintain consistency across inspections

Examples of Poorly Written Citations for Standard B2.2

- “Inadequate”
- “The Clinical Program does not have a designated area for outpatient care that protects the patient from transmission of infectious agents and allows, as necessary, for appropriate patient isolation; administration of intravenous fluids, medications, and/or blood products; and confidential donor examination and evaluation.”
- “The program administers cell products in the hospital’s general outpatient clinic.”

Three Main Questions to Answer When Writing Citations

- What was the organization doing correctly?
- What was the organization doing incorrectly?
- What do you think the organization needs to do to correct the problem?

Using the Questions to Fix the Previous Citations

- What was the organization doing correctly?
 - Products are administered in the hospital's outpatient area, which allows for appropriate provision of care and confidentiality.
- This information allows FACT to rule out two of the possible reasons for noncompliance.

Using the Questions to Fix the Previous Citations

- What was the organization doing incorrectly?
 - Transplant patients must wait in the lobby with infectious patients.
- This information tells FACT that the issue is in regards to transmission of infectious agents and *why*.

Using the Questions to Fix the Previous Citations

- What do you think the organization needs to do to correct the problem?
 - The program should make provisions for immediate placement in a patient care room for transplant patients.
- This information tells us that the outpatient clinic is in general acceptable but that some modifications are necessary.

The Result

- A clear and concise citation:
 - Products are administered in the hospital's outpatient area, which allows for appropriate provision of care and confidentiality. However, transplant patients must wait in the lobby with infectious patients. The program should make provisions to immediately place transplant patients in a patient care room.
- The FACT Accreditation Coordinator and Committee will understand this
 - Note that the inspector's suggestion may or may not be included since compliance could be achieved in other ways

Offering Suggestions

- Great ideas come from inspectors' suggestions
- Make sure suggestions don't reveal a deficiency
 - Answering the three questions helps verify the standard is in fact complied with
- Avoid trivial suggestions that could appear picky or patronizing
 - Stick with suggestions that could be impactful
 - Strike a balance with the deficiencies
 - Consider the rapport you had with the organization

Communication with the FACT Coordinator

- Coordinators will attempt to contact you to clarify citations when needed
 - Please respond to these inquiries
 - Let the coordinators know your preferred mode of communication
 - Some people prefer email, some prefer telephone, etc.
- Inspectors are asked to review the edited report prior to submission to the Accreditation Committee

Accreditation Committee Review

- Inspectors are invited to attend committee meeting during which their report will be discussed
 - Proven to be helpful with interpretation
 - Educational opportunity for inspectors

Activity: Matching Citations With Deficiencies

- Attempt to match the citations written in the inspection report with the deficiencies at an organization
- If not possible, leave the question blank

THANK YOU