



VIRTUAL INSPECTIONS

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[Abstract](#)

Guidance on conducting a virtual inspection /Survey

PROCEDURE

Virtual Inspections/Surveys

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PROCEDURE

Virtual Inspections/Surveys

Purpose of Procedure

This procedure is developed to provide an alternate inspection/survey method. It may be utilized when physical interaction is challenged because of travel or distance, physical contact is restricted because of mandated social distancing, or when a partial or limited inspection is warranted for confirmation of Plan of Correction.

Preparation for Virtual Inspection/Survey

As with any Inspection/Survey, notice is provided to the Provider or Program. At the time of notification, explain that it is preferred the Inspection/Survey be conducted using a video platform like Face Time iPhone, Zoom, Skype, etc.

- Provide notification of the media based Inspection/Survey.
 - Provide by email all of the related documents to the Provider/Program to prepare for the Inspection/Survey.
 - Request required documents be emailed/faxed to the Specialist for review prior to Inspection/Survey.
 - Explain the expectations of DSHS during the Inspection/Survey. Have them review the checklist for the Inspection/Survey and prepare to show or demonstrate compliance.
- Schedule the date, time, personnel required, equipment and locations of video observation, and video platform for the Inspection/Survey.
- Let the Provider/Program know the Inspection/Survey will be conducted as close to the order of the provided checklist as possible. This will allow them to prepare and plan to present items in a predisposed order and help create a smooth flow of the Inspection/Survey.

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- Coordinate with the Provider/Program the best available video capable options.
 - Possibly test a connection prior to Inspection date to insure operability.
 - Insist if possible the Provider/Program have additional personnel to participate as “camera person”. This should improve the continuity and efficiency of the Inspection/Survey.
- Request the equipment and medications be set out and organized to be easily videoed for confirmation, possibly on a table or on the floor.

Virtual Inspection/Survey

Have the Inspection/Survey pulled up in IDM and follow the form while conducting Inspection/Survey. Mark the deficiencies and notes as warranted. A virtual Inspection/Survey has the capability of checking everything as if you had a physical presence, with few exceptions. The Specialist will base their observations on visual and audio presentation.

- Introduce yourself and your team and ask them to introduce their team for the Inspection/Survey
- Review documents provided to the Specialist and ask the Provider/Program to have available the same document for review.
- Equipment Inspections – The provider should be able to turn equipment on and operate while being videoed by the “cameraperson”. Insure you can see it operational and listen for appropriate operation with bells or beeps, and paper that feeds for printouts.
- Inventory check-lists – You should have an inventory checklist provided by the Provider/Program.

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- Ask to see selected items from the inventory lists. Insure they have equipment on the lists, but avoid getting bogged down in having them count individual items (exp: List calls for 10 IV Catheters & they show you a handful). If having a strict individual count is warranted, by all means have the Provider/Program count for the camera.
- For locations, have the camera person hold camera on specific spots.
 - Front door identifying Provider name and hours, location ambulances are parked, wall license required to be posted in office in plain view, license posted in ambulance, No Smoking signs, etc.
 - Rooms of Facilities – Have cameraperson stand in middle of room and slowly pan 360 degrees. Classrooms, Records Storage rooms, Break Areas, Restrooms (check for occupancy prior to video), etc.

Completion of Virtual Inspection/Survey

Once the Inspection/Survey is completed review your findings with the Provider/Program.

- Let the Provider/Program know you will email them a summary when the virtual visit is completed.
 - Inform them they will receive a request for a Plan of Correction addressing the deficiencies (if applicable).
- Finish up by asking if they have any questions

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DEFINITIONS

Inspection	Reconciling on-hand equipment and inventory with required equipment and inventory list authorized by the Medical Director.
Program	EMS Initial Education or Continuing Education Program approved by DSHS to teach initial EMR, EMT, AEMT, and EMTP courses, or authorized by DSHS to provide education for the required CE of each Certificant level.

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Provider	EMS Provider certified and licensed by DSHS to transport sick and injured patients to a medical facility.
Social Distancing	The practice of maintaining a greater than usual physical distance from other people or of avoiding direct contact with people or objects in public places during the outbreak of a contagious disease in order to minimize exposure and reduce the transmission of infection.
Virtual Inspection / Survey	Inspection/survey conducted using media option with video platform. Face Time iPhone, Skype, Zoom, etc.