



Health Facilities Licensing and Certification
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NARRO SURVEY
Part I - Entrance Conference

Organization name & city:

Date/time of entrance conference: _____

Purpose of visit and survey process explained:

- Relicensure survey
Complaint survey (#OR)

HCRQI surveyors/staff present at entrance:

Organization staff present at the entrance conference: _____

Introduction

Health Care Regulation & Quality Improvement (HCRQI) surveyor(s) are conducting an unannounced survey of your NARRO as required by the Oregon Administrative Rules (OARs), 438.720. This relicensure or complaint survey is to evaluate the organization's compliance with the applicable OARs. The surveyor(s) will conduct tasks which include but are not limited to: interview of staff and review of organization records and documents.

Thank you in advance for your cooperation and assistance during this process!

The following are to be provided to the survey team

- Identification of a primary contact person or persons, designated by the organization administrator, with whom the interactive survey will be primarily conducted.

Contact person _____

- A place to work with a table and accommodations for privacy when needed.
Provisions for copies of documents to be made as requested

Photocopy contact person _____

- Verbal description of donor record systems, including electronic documentation and policy for incorporating home records into office record _____

Number of donors _____

Current donor packet

Organization's policies and procedures

First and last name list of all donors who received any services during the past twelve months

- Donor records will be reviewed for the following documentation

❖ Documentation showing whether anatomical material was for research or education.

- ❖ Show donated material notice, in 14-point type, for each donor, including representative of donor.
 - ❖ Current document for coverage of costs, including transporting, disposing, and documentation showing what costs will be the responsibility of the NARRO and the donating entity.
 - ❖ Documentation showing return of anatomical material not used and disclosure of what material is being returned.
 - ❖ List all documentation of disposition of material used, including the name, address and phone number of each person who receives anatomical material from the donor.
 - ❖ List of all people and/or entities that received each recovered body part.
- Other documents and materials, as requested.

Entrance conference notes

NARRO SURVEY
Part II - Survey Process

The review of records and documents will be conducted with organization staff in an interactive way in order to gather information about the organization's operations. The surveyor(s) will be asking for answers to the following questions during this interactive review. This information will be used to determine the organization's compliance with the OARs applicable to the organization's classification level.

Projected timeline for survey task completion

Times may vary based on things such as:

- The length of time it takes for the organization to provide the requested lists and materials;
- Number of donors served by organization; completeness and accuracy of records.
- Completeness and accuracy of donor records.

½ hr	Entrance conference
3½ hrs	Interactive review of selected sample of donor records
2 hrs	Interactive review of selected sample of personnel records
½ hr	Interactive review of complaint and incident investigations

½ hr	Interactive review of quality improvement activity
½ hr	Surveyor(s) compile preliminary findings and obtain relevant policies and procedures
½ hr	<u>Exit conference</u>
8 hrs	<u>Total</u>

Survey interview questions for NARRO

- Describe the maintenance of records.
- Describe the documentation that shows whether the anatomical material was for research or education.
- Describe the documentation for disposition of the anatomical material.
- Describe the return documentation and disclosure that was given to a relative or personal representative.
- Describe where the records are kept and tracking of records.
- Describe any change of ownership documentation. Did the NARRO notify the Division the location of records if terminated.
- Describe the process of individual notices, including the content of the notice when acceptance of donor material takes place.
- Describe how NARRO documented coverage of costs.
- Describe how services provided from branch office(s) are documented by the NARRO.
- Describe how the costs covering rejection of donor are documented.
- Describe how the costs are documented upon return of anatomical material.
- Describe how disposition of anatomical material will take place.

NARRO ORGANIZATION FOCUS SURVEY
Part III - Exit Conference

Date/time of exit conference: _____

HCRQI surveyors/staff present at the exit conference: _____

Organization staff present at the exit conference: _____

Summary of preliminary findings

The following are preliminary findings that may result in a written statement of deficiencies. If a written statement of deficiencies is issued, it may include additional findings.

1. _____

2. _____

3. _____

4. _____

5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

Next steps and survey report

Please do not send additional records or documents to the surveyor(s) after the survey unless expressly requested in today's survey.

If a written Statement of Deficiencies (SOD) report is issued, you must submit a written plan of correction (POC) that addresses each deficiency cited. Instructions will be included with the report.

For more information related to informal and formal enforcement requirements, please refer to OARs Chapter 333, Division 536, Sections 0117 and 0120.

Thank you again for your cooperation and assistance during this process!

NARRO SURVEY – Organization Records Review

Organization: _____ Date: _____ Surveyor: _____

Record Retention OAR 333-081-0070(3)(a-e)	
Retention Period: Will the records be kept and maintained by the NARRO for a minimum of 10 years from the date that the NARRO takes possession of the donor’s anatomical material?	
Record Requirements: Is the record kept in a manner that renders it easily and completely retrievable;	
Have reasonable precautions been taken to protect the record from unauthorized access and from destruction including, but not limited to, fire, water, and theft;	
Have authorized employees of the Division been permitted to review the records upon request;	
Change of Ownership: Did the records remain with the successor?	
Donor Notice Required by State	
Record Offer of Donation OAR 333-081-0070(2)	
Donor Offer Acceptance Notice: Is there a legible, reproducible record of the notice required by Oregon Laws and provided to each individual from whom the NARRO agrees to accept an offer of the donation of anatomical material?	
Individual Notice OAR 333-081-0075(1)(a-c)	
Donor Notice Requirements: Does the notice show how the NARRO intends to dispose of the anatomical material if donated, and whether and how any anatomical material may be returned?	
Whether or not the NARRO guarantees the coverage of costs related to transporting and disposing of the anatomical material and, if all costs will not be covered, what costs will be the responsibility of the individual making the donation?	
What costs will be covered by the NARRO and what costs will be the responsibility of the individual making the donation if the individual or relative or personal representative subsequently rescinds, or the NARRO later rejects, the offer of anatomical material?	
Notice Requirements OAR 333-081-0075(3)	
Required Type: Are all the notices in writing and printed in at least 14-point type [only required for notice required in 0075].	

NARRO SURVEY – Donor Record Review

Organization: _____ Date: _____ Surveyor: _____ Donor #: _____

Name of Client:	
Donation Date/Date of Death:	
Donor's Sex:	M <input type="checkbox"/> F <input type="checkbox"/>
Donor State of Origin:	
Notes:	

Donor Records 333-081-00070

Legible: Has the NARRO kept and maintained a legible, reproducible record for this donor?	
1. Documentation for Donation Decision Before Death: Does the documentation show that the donor donated the anatomical material for the purpose of research or education [usually on consent/disclosure form]? <u>OR</u>	Signed by Donor date: _____ Research or education? Yes/No
2. Documentation for Donation Decision After Death: Does the documentation show that the donation was made by a person authorized to make an anatomical gift and that this person donated the anatomical material for the purpose of research or education?	Person's relationship to Donor: _____ Date signed: _____ Research or education? Yes/No
Chain of Custody Info: Does the documentation show the name, address and phone number of each person that had possession of the donor's anatomical material before the organization took possession of the anatomical material;	List all people/business's in possession of the donor prior to the NARRO 1. 2. 3. 4. Is there a name, address and phone number for each entry? Yes/No (list any missing info below)

Disposition: Is there documentation of the disposition of the donor's anatomical material by the NARRO, including the name, address and phone number of each person to whom it provides anatomical material from the donor? (Distribution List)
[Fill out chart below]

Donor Material	Recipient Name	Recipient Address/Phone #	Final Disposition (NARRO or recipient disposal)

Disclosure: Is there a copy of the disclosure given to a relative or personal representative of the donor identifying who the anatomical material must be returned to or how the remains will be scattered?

Disclosure with disposition information? Yes/No

Return:
Date returned _____
Returned to _____
Matches disclosure? Yes/No

Scattered:
Date scattered _____
Matches disclosure? Yes/No

Return of Anatomical Material Notice OAR 333-081-0075(2)

Return Notice: If a NARRO returns any anatomical, Did the NARRO provide that person with a notice that discloses whether all or part of the donor's body is being returned?

Notice in file? Yes/No
Notice complete? Yes/No

Partial/Complete remains
Date sent:

NARRO Duties OAR 333-081-0080

Disposition of remains: Did the NARRO dispose of any anatomical material not returned to a relative or personal representative of the donor in accordance with all laws pertaining to the disposition of human remains. [This requirement does not apply to anatomical material that the NARRO has recovered or distributed for research or educational purposes.]