



Survey & Certification Unit

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FAQ for 2020 Nurse Staffing Surveys

The information in this FAQ is specific to the beginning of the second cycle of nurse staffing surveys. Answers that provide general information and additional questions received will be incorporated into the [Nurse Staffing Interpretive Guidance](#).

Question: What is the timing of the second cycle of nurse staffing surveys?

Answer: The second nurse staffing survey cycle will begin in March 2020. A hospital's second nurse staffing survey will occur in the same cycle-year as its first nurse staffing survey. For example: City Hospital was surveyed in 2017, which was the first year of the first survey cycle. City Hospital will be surveyed again in 2020, which is the first year of the second survey cycle. Surveys may occur in on different dates and with different surveyors than in the first cycle. Hospitals will receive notice of an upcoming survey and revisit five business days before the entrance date.

Question: What will be surveyed during the second survey cycle?

Answer: The second survey will cover the same topics as the first survey: Postings and Record Keeping; Nurse Staffing Committee Operations; Unit Nurse Staffing Plans; Unit Nurse Staffing Plan Annual Review; and Nursing Staff Member Overtime Review. The streamlined processes include some revised [survey tools](#), while many are unchanged, from the first survey cycle. The Summary of Changes to 2020 Nurse Staffing Surveys is available on www.healthoregon.org/nursestaffing includes a list of the tools and processes that have changed.

Question: How will revisits be done?

Answer: Answer: Revisits from the first survey cycle and complaint investigations during that time period are being incorporated into the second survey cycle in 2020. One or more units cited for non-compliance during the first survey cycle or during a complaint investigation in that timeframe will be selected for revisit review during the second survey cycle. The revisit will use the same [survey tools](#) as a regular survey. During the hospital wide review and unit-specific review, surveyors may focus more attention on areas of previously cited non-compliance. Surveyors will also select one or

more units that were not surveyed in the first survey cycle for review in the second cycle. Second cycle findings and revisit findings will be combined in a single report; the report will note whether findings relate to the second cycle survey, a complaint or the revisit.

Question: How are complaints being investigated during the second cycle:

Answer: Complaints will be investigated using the same survey tools as full surveys and may use survey tools that are specific to payroll records, timesheet reviews, and nurse staffing committee documentation that are only used as needed in full surveys. These tools are all available in the [Sample Nurse Staffing Tool Kit \(pdf\)](#). Complaint investigations will be combined with surveys and revisits or conducted separately as resources allow.

Question: How will the SurveyMonkey be used in the second survey cycle?

Answer: The SurveyMonkey tool will continue to be used to gather individual feedback about nurse staffing. The Oregon Health Authority and the Nurse Staffing Advisory Board encourage surveyed hospitals to send the SurveyMonkey link to all nursing staff members as soon as the hospital receives notice of an upcoming survey. The survey notice includes the SurveyMonkey link. The SurveyMonkey link remains open for a week after the surveyors enter the hospital. A copy of the SurveyMonkey tool is included in the revisit materials. The SurveyMonkey can be completed by nursing staff members, other hospital staff, and patients. Skip logic is used to guide individuals through the questions relevant to their individual nurse staffing knowledge and experience. SurveyMonkey responses are incorporated into the report if

- There are sufficient number of responses for that hospital; and
- There response to a specific question supports a surveyor finding that was based on observations, document review or interview.

SurveyMonkey responses are not the only source on which a deficiency is cited. Individual SurveyMonkey responses are confidential.

Question: Will there be changes to the Plan of Correction process?

Answer: Plans of Correction will use the same process and timelines in the second survey cycle. Nurse staffing committees and hospital administrators are encouraged to view the [Plan of Correction webinar](#) and to request an individual Plan of Correction conference call by emailing mailbox.nursestaffing@state.or.us. Approved Plans of Correction are available on the nurse staffing website. The approved Plans of Correction are a starting point for discussions; it is important to remember that the approved Plans of Correction relate to the specific citations at specific hospitals. The underlying facts, organization, resources, and challenges differ for each hospital, so hospitals should tailor any Plan of Correction language to describe how that citation

would be addressed the unique organization, resources and challenges of the hospital submitting the Plan of Correction.

Question: Where can I find more information about nurse staffing and nurse staffing surveys?

Answer: www.healthoregon.org/nursestaffing is the OHA's nurse staffing website. The site includes webinars, sample nurse staffing tools, interpretive guidance, links to laws and administrative rules, information about waivers, prior nurse staffing reports and Plans of Correction, and more! mailbox.nursestaffing@state.or.us is the contact point for nurse staffing questions, conference call requests, and document submissions.

If you need this material in an alternate format,
please call (971) 673-0540 or TTY (711).