

Policy AC-133

Team Member Attendance/Cancellation for Site Visits

Purpose:

To provide a process for cancellation and/or rescheduling of a site visit due to the absence of one or more survey team members. This includes consultative and accreditation visits.

See “Additional Information” section of this policy offering further clarification for level III and level IV trauma centers.

Procedure:

In the event that at least one team member is unable to attend the visit—for any reason—the trauma center will be given one of two options:

Option One (#1)

Level I, II and III Trauma Centers: Continue with the scheduled visit and the remaining team members. Pennsylvania Trauma Systems Foundation (PTSF) staff member(s) would then return for an additional site visit, along with the remaining team member.

1. This visit would occur prior to the current deliberation cycle.
2. Every attempt would be made to have the previously scheduled team member return; however, if this team member were unable to return to the trauma program site, adherence to Policy AC-119 “Surveyor Selection Criteria” would occur.
3. The return visit would “mirror” the site survey day in every aspect possible. The team member would follow the Site Surveyor Time Schedule as outlined in the “Site Survey Guidebook.”
4. A conference call would be scheduled (during this rescheduled site visit) between the solo team member and the original team members in attendance.
5. The team member on the return visit would have the opportunity to review the previous team member’s written comments on assigned significant issues, requested queries and overall summary comments.
6. This entire process would be confirmed/outlined in writing prior to the return visit.
7. Only one hospital per day would be visited by the solo surveyor.
8. No additional costs/fees/expenses will be incurred by the trauma program if this option is chosen.

Option Two (#2)

Cancel the previously scheduled visit and reschedule at a later date. PTSF staff member(s) would return, along with the team members, at the rescheduled date.

1. This “rescheduled” visit would occur prior to the current deliberation cycle. If this were not possible, the PTSF Board of Directors (Board) and/or PTSF Executive Committee would meet to discuss further options, if necessary.

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2. Every attempt would be made to have the previously assigned team at the rescheduled visit; however, if any team member were unable to return to the trauma program site on the rescheduled date, adherence to Policy AC-119 “Surveyor Selection Criteria” would occur.
3. This rescheduled visit would follow all aspects of the “Site Survey Guidebook.”
4. This entire process would be confirmed/outlined in writing prior to the rescheduled visit.
5. No additional costs/fees/expenses will be incurred by the trauma program if this option is chosen.

Additional Information

Level I, II and III Trauma Centers: Option #1 will be *required* if any team member cancellation occurs *less than* 24-hours prior to the site visit and other team members have already begun to arrive in Pennsylvania (i.e. flight cancellation due to weather/disaster).

Level III Trauma Centers: Because level III site visit teams have only one surgeon, if the Trauma Surgeon Team Leader is unable to attend, the level III trauma center will be forced to select “Option Two,” as listed above. The site visit would be cancelled and rescheduled prior to Board deliberations within that survey cycle. However, if the Emergency Medicine Physician or Registered Nurse was unable to attend, either option (#1 or #2, as listed above) could be chosen by trauma program staff. This includes consultative and site survey visits.

Level IV Trauma Centers: Because level IV site visit teams have only two members, if one of the team members is unable to attend, the level IV trauma center will be forced to select “Option Two,” as listed above. The site visit would be cancelled and rescheduled prior to Board deliberations within that survey cycle. This includes consultative and site survey visits.

Approved by PTSF Board of Directors:

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