**Are You Ready For An Inspection?**

 **Survey Etiquette for Staff**

***If you are one of the lucky people to speak with an inspector, here are a few pointers to help make your experience a bit less stressful.***

* Be calm – you’ll do great.
* Be welcoming and polite – SMILE!
* Be enthusiastic and confident – Remember you know your job better than anyone else.
* Answer only the question that is asked (don’t give any extra information unless asked) – allow the inspector to ask follow-up questions.
* Avoid words such as “usually” and “sometimes.”
* If you don’t understand a question – ask for clarification.
* Remember we’re a team – talk about the collaboration among the various disciplines caring for the patient.
* If asked about clinical or patient meal service questions regarding patient care, always be aware of patient confidentially. If there is a chance for others to overhear say in a hallway, suggest going to a private space (conference room, staff lounge, etc.).
* Stay positive – even if things aren’t going the way you’d like, keep a positive perspective and a smile!
* Most of the time leadership or our management staff will be accompanying all internal and external inspectors. While they won’t be able to answer questions for you if you are directly asked, they are there to support you.
* Be HONEST. We never knowingly provide false information or don’t ramble on with a wrong answer. If an inspector picks up on this, they will ask more questions.
* Accept any criticism, concerns and educational points graciously. All inspectors are here to educate and make us better!