



STATE SURVEY PREPARATION

The Center for Medicare and Medicaid Services (CMS) requires that skilled nursing and long-term care facilities comply with federal requirements, which state level agencies enforce through on-site surveys. The first step to preparing for these surveys is knowing the ins and outs of what a survey entails. Use the following tips for successful survey preparation.

HOW TO PREPARE FOR A STATE SURVEY:

✓ **CERTIFIED DIETARY MANAGER (CDM) ON STAFF**

Does your Director of Food and Nutrition Services meet [CMS regulations](#)?

✓ **HAVE ON HAND WHEN SURVEYOR WALKS IN DOOR**

Prepare information in the following areas:

- Copies of current menus and therapeutic diets
- Resident roster with diet orders and adaptive equipment
- Schedule of mealtimes
- Policy for food brought by visitors
- Location of dining rooms
- Quality assurance and performance improvement (QAPI) plan for Nutrition Services Department
- Water source of the facility

✓ **STAFFING QUALIFICATIONS AND TRAINING**

Make sure staff has the skills and knowledge to carry out the functions of the department. Focus on the following areas:

- Staff has been trained in food safety and sanitation
- Cooks have training in modified diets
- Kitchen has updated diet manual to reference
- Employees follow good hygiene practices
- Prepared for safety and disaster instances
- Aware and respectful of resident rights

✓ COMPLETE A MOCK SURVEY

Prepare your staff for the real thing with the following mock surveys:

- Kitchen/Food Service Observation
- Dining Observation

✓ ADDITIONAL THINGS TO MONITOR

- Food temperature
- Food quality
- Customer service
- Dignity during meals
- Honor resident preferences
- Dining room appearance and operation

SURVEY VIOLATIONS

WHAT ARE F-TAGS?

When a surveyor identifies an area of noncompliance, it can be marked as a violation using a federal tag numbering system. Receiving an F-tag effects survey rating and may come with penalties.

MOST COMMON F-TAGS

- **F-812:** Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.
- **F-804:** Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.
- **F-803:** Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietitian, and meet the needs of the resident.
- **F-371:** Store, cook, and serve food in a safe and clean way.
- **F-814:** Dispose of garbage and refuse properly.