Quick Reference Guide

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It is fitting that the release of this second edition of the California Hospital Survey Manual coincides with heightened nationwide efforts to improve patient safety and the quality of care in hospitals and other settings.

From the U.S. Department of Health & Human Services’ new Partnership for Patients initiative, to the formation of the California Hospital Patient Safety Organization — hospitals, government agencies and other interested parties are devoting significant resources to protect hospital patients from further illness or injury and decrease or eliminate complications.

A key component of improved quality centers around compliance with governmental requirements. Hospitals must expect and prepare for increased scrutiny of patient care, as well as transparency regarding errors, financial penalties when errors are made, and incentives for providing quality care.

This manual focuses on licensing and certification surveys — the process that the government uses to ensure hospitals comply with the law with the ultimate goal of promoting high-quality patient care.

The California Hospital Survey Manual is intended to help hospital administrators prepare for and understand the survey process, from start to finish. It is written specifically for California’s hospital licensing and accreditation professionals, compliance officers, legal counsel, risk managers, and other members of the hospital’s licensing and compliance teams. It is the only hospital survey manual that is specific to California and explains both state and federal requirements.

CHA is pleased to publish this manual as a service to our members and others and hope you find it useful. If you have any comments or suggestions on how to improve the California Hospital Survey Manual, please feel free to contact me by phone or e-mail.

Lois J. Richardson, Esq.
Author, California Hospital Survey Manual
Vice President, Privacy and Legal Publications/Education
California Hospital Association
(916) 552-7611
lrichardson@calhospital.org

Information contained in the California Hospital Survey Manual should not be construed as legal advice or used to resolve legal problems by health care facilities or practitioners without consulting legal counsel. A health care facility may want to accept all or some of the California Hospital Survey Manual as part of its standard operating policy. If so, the hospital or health facility’s legal counsel and its board of trustees/directors should review such policies.
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CHA is also grateful for the valuable assistance of the following individuals who contributed their time and expertise in the review of this manual:

Jodi P. Berlin, Esq.
Partner
Hooper, Lundy & Bookman, PC

Judy Campbell, RN, MS
Director, Accreditation
Adventist Health

Cheryl Gann, RN, MBA, CPHQ
Senior Director, Patient Safety and Regulatory Readiness
Corporate Quality
Scripps Health

Stacie K. Neroni, Esq.
Partner
Hooper, Lundy & Bookman, PC

M. Steven Lipton, Esq.
Partner
Hooper, Lundy & Bookman, PC

Jana DuBois, RN, JD
Vice President, Legal Counsel
California Hospital Association

Dorel Harms, MS, RN, FACHE
Senior Vice President, Clinical Services (retired)
California Hospital Association

Sheree Kruckenberg, MPA
Vice President, Behavioral Health
California Hospital Association

David H. Perrott, MD, DDS
Senior Vice President/Chief Medical Officer
California Hospital Association

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