Advisory Notices are designed to provide official information relative to Hospital Accreditation, Certification, and Compliance activities. Should you have any questions about the content of this notice, please e-mail dnvclientdropbox@dnvgl.com.

DATE: March 19, 2020

SUBJECT: Suspension of DNV GL Healthcare surveys in light of COVID-19

DISTRIBUTION All DNV GL Healthcare Accredited or Certified Hospitals, Applicant Hospitals, DNV GL Healthcare Employees, and Interested Parties

APPROVED BY: Patrick Horine, President

In light of the rapidly evolving COVID-19 crisis and the wide variety of federal and state initiatives announced daily, DNV GL has discontinued all routine onsite surveys indefinitely.

CMS has assured us, through the updated FAQ document and daily AO conference calls, that lapses in accreditation due to the COVID-19 situation will not affect Medicare participation. Even though surveys are suspended, hospitals must stay compliant with accreditation requirements and conditions of participation at all times.

To ensure ongoing compliance, we will continue our operations work in support of our customers, keep up ongoing compliance monitoring, ensure timely corrective action plans and evidence submissions, monitor extension requests and LSC waivers, and maintain certificates for accreditation, ISO 9001, and specialty programs. For more information on a specific situation, including standard interpretations, please send an e-mail to our monitored mailbox; dnvclientdropbox@dnvgl.com.

We will also continue to monitor and triage incoming complaints, that may necessitate onsite surveys to investigate immediate jeopardy situations, reports of abuse or neglect, or compliance issues related to COVID-19 or other infection risks. We will coordinate these activities through the respective CMS Regional Offices. CMS has also been quite clear that initial accreditation surveys are important to expand capacity of the health system, so we will work with new applicant hospitals and those with expansion plans to schedule those surveys when it is safe to do so.

CMS is evaluating proposals for AOs to conduct deemed accreditation surveys remotely using secure technology similar to telehealth. This option will allow us to continue to assess compliance while protecting surveyors, limiting travel, and reducing disruption to hospital operations. We will provide more information on this program once it is approved.

We encourage healthcare organizations to monitor the CDC, CMS QSO Policy & Memos to States and Regions, and enroll in MLN Connects for continually updated information affecting hospitals and healthcare providers.
Additional CMS Memos applicable to COVID-19 in Hospitals & Critical Access Hospitals as of 3/19/2020:

- **QSO-20-13-Hospitals** Considerations for Patient Triage, Placement and Hospital Discharge
- **QSO-20-15-Hospital/CAH** EMTALA Requirements and Implications Related to COVID-19
- **QSO-20-17-ALL** Guidance on PPE supply, isolation, shortages, and industrial respirators
- **FAQ** FAQs for State Agencies and AO COVID-19 Survey Suspension
- **1135 Waivers** CMS 1135 Waivers information
- **PHE.gov** Public Health Emergency site from ASPR, with 1135 Waiver announcements

Any questions/ comments can be forwarded to the DNV GL Client Drop Box: [DNVclientdropbox@dnvgl.com](mailto:DNVclientdropbox@dnvgl.com)

Regards,
For DNV GL Business Assurance USA, Inc.

**Patrick Horine**  
President

**DNV GL – Business Assurance, Healthcare Accreditation Services**
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