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: May 13, 2020

SUBJECT: DNV GL Healthcare Announces Remote NIAHO® (Acute and Critical Access) Annual Surveys

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

APPROVED BY: Troy McCann, Director, DNV GL Healthcare Accreditation Services

DNV GL is providing notice to DNV GL Healthcare Accredited Organizations of the initiation of remote surveys for NIAHO annual surveys.

DNV GL Healthcare realizes that our clients have faced many challenges during the current COVID-19 public health emergency. These challenges and the effects of this public health emergency will continue even after the “State of Emergency” is lifted and the country begins to reopen. To support our clients during this time, DNV GL Healthcare will be conducting remote surveys for NIAHO (Annual only) and Condition Level Follow Up surveys resulting from annual surveys, effective June 1, 2020, as well as any survey related to non-deemed status organizations. If your annual survey is expected on or after June 1, 2020 you can expect to be a candidate for a remote survey. If you remain in a COVID-19 surge, have staff furloughed or other challenges please reach out through the DNV GL Healthcare client Dropbox at DNVClientDropBox@dnvgl.com with this information for further consideration. The remote survey has an advance notice provision process and will include a phone call to the primary contact approximately a week prior to the survey to discuss the process and any barriers or questions.

There will be no surveys conducted remotely for Deemed status organizations whose next expected survey is for reaccreditation. These surveys remain suspended indefinitely until otherwise advised by CMS. CMS continues to assure us that lapses in accreditation due to the public health emergency will not affect Medicare participation, however, hospitals must still stay compliant with accreditation requirements and conditions of participation at all times. At this time we are reaching out to our client organizations who are in their reaccreditation window and issuing accreditation extensions in 60 day increments, up to 6 months, or until CMS allows onsite surveys to resume.

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, and will permit remote accreditation surveys for hospitals that are applying for initial participation in Medicare (855 Initial surveys) during the public health emergency, with a stipulation
that these surveys be followed up with full onsite surveys when it is safe to do so. DNV GL Healthcare will work with new applicant hospitals to arrange initial accreditation surveys using the remote survey process.

The Standards Application and Interpretation team conducted a webinar regarding remote surveys on May 5, 2020 giving an overview of how this process will be completed. You may view this webinar at the following link: View On Demand Webinars. For further questions regarding this process please submit your inquires to the DNV GL Healthcare client dropbox at DNVClientDropBox@dnvgl.com.

A separate advisory notice has been sent out from our Program & Certification Development departments regarding remote surveys for your certifications. You can view all of our Advisory Notices at the following link: View Healthcare Advisory Notices.

Regards,
For DNV GL Business Assurance USA, Inc.

Standards Application & Interpretation Specialists
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