

**Virginia Department of Health
Office of Licensure and Certification**

Acute Care Division – Examination Process Evaluation

This evaluation is provided as a method to share your views and information about the onsite survey process. Please use the scale below to rate our surveyors in each of the identified areas. If you select a 2 or 3 rating, please provide explanatory comments. The back of this form may be used for additional notes.

Facility/ Organization _____ Survey Date(s) _____
Surveyors: _____

Type of Survey: Standard Complaint Revisit Other

Date forwarded to facility/by: _____

	Excellent	Good	Fair	Poor	N/A
1. Survey staff introduced themselves to facility staff.	5	4	3	2	1
2. Explanation of the survey process was given when the survey began.	5	4	3	2	1
3. Facility staff were informed during the course of the survey of information needed to complete the survey.	5	4	3	2	1
4. Sufficient explanation and assistance was given to complete the necessary forms	5	4	3	2	1
5. Deficiencies were stated in a clear and concise manner.	5	4	3	2	1
6. Opportunity was given to discuss and question the survey findings.	5	4	3	2	1
7. If differences arose during the survey, they were resolved, or attempts were made to resolve, prior to the surveyors' departure.	5	4	3	2	1
8. Opportunity was given to provide additional information relevant to deficiencies cited.	5	4	3	2	1
9. Questions about the regulations, licensure, or certification were addressed.	5	4	3	2	1
10. The survey was conducted in a courteous and professional manner	5	4	3	2	1
<input type="checkbox"/> With regard to the facility staff <input type="checkbox"/> With regard to patients					

Thank you for taking the time to complete this evaluation.

Please return to: Ruthanne Risser, Director – Acute Care Services, Office of Licensure and Certification
Virginia Department of Health, 9960 Mayland Drive, Suite 401, Richmond, Virginia 23233-1463